

# Emergency Response Action Plan

Name of Business/Building: Lac La Biche County Libraries – Stuart MacPherson Branch

Address: 8702 91<sup>st</sup> Ave, Unit 101 (Bold Center)

Phone No.: 780-623-7467

*Opening Minds... Opening Doors*



LAC LA BICHE COUNTY LIBRARIES  
*Our libraries... your place to be!*

# Emergency Response Action Plan

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Address: 8702 91<sup>st</sup> Ave, Unit 101 (Bold Center)

Phone No.: 780-623-7467

Date Compiled: May 20<sup>th</sup>, 2015

Revised Date: Aug 14, 2023

Manager Signature: 

**CALL 9-1-1**

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Flooding & Water Damage

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Emergency Exit Plan

Forms and Checklists

- *Bomb Threat Initial Response Checklist (Wufoo)*
- *Fire Drill Log (Hard copy only)*
- *First Aid Record Form (Wufoo)*
- *Emergency/Incident History (Wufoo)*

Code Lists

Medical Emergency: (Employees Trained/Controllers)

**On Site Controllers:** Valene Patenaude, Maureen Penn, & Laney Smith

**First Aiders:** Kim Jones, Phoenix Murphy, Charisse Nicholls, Valene Patenaude, Laney Smith,

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**CALL 911**

## MEDICAL EMERGENCY

**\* For a complete step by step process please view the AD: SEC Security Planning & Disaster Recovery at the back of this binder or online referring to sections 4 and 5.**

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- Assess the area hazards and call designated first aider.
  - Coordinate the transport of injured workers to physician's office or hospital.
  - Contact supervisor as soon as practical.
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Our First Aid Kit is located:

- **First Aid kit** located at the Circulation Desk.
  - **Eye wash** station located in the Staff Room.
  - **Deliberator** located in the Staff Work Area by the mailboxes.
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Telephone numbers:

- **911**
  - **780-623-4421** Associated Medical Clinic
  - **1-800-332-1414** Poison Control Center
  - **780-520-8695** Library Director
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**General rules to remember in a medical emergency:**

1. *Unless it is a life-threatening situation, do not attempt to render any first aid yourself before trained staff or paramedics arrive **unless you are trained to do so.***
2. Do not attempt to move a person who has fallen and who appears to be in pain.
3. Avoid unnecessary conversation with, or about, the ill or injured person. Some people may react adversely to what you say. Limit your communication to quiet reassurances. Keep bystanders as far away from the injured person as possible. Call the parent/guardian if it is a minor.
4. Do not discuss the possible causes of an accident or any condition that may have contributed to the cause. Do not apologize or accept any responsibility for the accident or condition.

Medical Emergency: (Employees Trained/Controllers)  
**On Site Controllers:** See Table of Contents

**First Aiders:** See Table of Contents

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**CALL 911**

## EXPLOSION & RANDOM ACTS OF VIOLENCE

**\* For a complete step by step process please view the AD: SEC Security Planning & Disaster Recovery at the back of this binder or online referring to sections 3.**

\*\* If you smell a pungent rotten egg odour quickly evacuate everyone in the building and once outside contact the Bold Center Facility Operators via the radio.

- From a safe location, pull the nearest fire alarm to evacuate the building.
- From a safe location, dial 911 and advise them of the location of the explosion and, if known, its seriousness and any possible injuries to personnel. Be sure to give your name, office location, and telephone extension. Do not hang up until released by them. Contact Bold Center staff via the radio only if save to do so.
- Wait a safe distance outside the building at the muster point until help arrives.
- Advise emergency personnel about the explosion area and any personnel who may have been injured.
- **911**
- **780-623-4421 Associated Medical Clinic**
- **780-520-8695 Library Director**

**Telephone numbers:**

### General rules to follow after an explosion:

1. Since one event can be followed by another, stay alert. There may be more danger yet to come.
2. For protection, consider crawling under a table or desk and remain there for at least 60 seconds.
3. Stay away from windows, mirrors, overhead fixtures, filing cabinets, bookcases, and electrical equipment.
4. If evacuation is ordered, alert library members and request that they leave. Make sure all staff and patrons are accounted for. Don't forget handicapped people who may need your help in exiting. Do not move seriously injured persons unless they are in obvious, immediate danger (building collapse, fire, etc.) Once out, keep as far away from the building as possible.
5. Open doors carefully and watch for falling objects.
6. Do not use matches or lighters. Sparks might trigger explosions.
7. Avoid using telephones, cellphones and hand radios as electrical sparks, or signals could trigger other bombs.

**(Employees Trained/Controllers)**

**Explosion & Random Acts of Violence:**

**On Site Controllers: See Table of Contents**

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**CALL 911**

## FLOODING & WATER DAMAGE

**\* For a complete step by step process please view the AD: SEC Security Planning & Disaster Recovery at the back of this binder or online referring to section 14.**

- Cease using all electrical equipment.

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- Call the Bold Center Facilities Operators on the radio or call the Emergency Maintenance numbers if there is no response.

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- Do not call 911 unless there is a risk to life or property.
- If necessary, evacuate the building

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- Our First Aid Kit is located:**
  - **First Aid kit** located at the Circulation Desk
  - **Eye wash** station located in the Staff Room
  - **Deliberator** located in the Staff Work Area by the mailboxes

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- Telephone numbers:**
  - 780-520-8695 Library Director

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  - Utilities – 780-623-1747 – LLB County
  - Utilities After hours number – 780-623-8503

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  - 911

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  - 780-623-4421 Associated Medical Clinic

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- If there are injuries:**

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### General rules to follow in a water emergency:

1. Notify the proper authorities/response personnel.
2. If there are electrical appliances or electrical outlets near the leak, use extreme caution until the power is turned off. If there is any possible danger, evacuate the area.
3. If you know the source of the water and are confident of your ability to stop it (unclog the drain, turn off the water, etc.) do so cautiously.
4. Be prepared to help protect materials in jeopardy. Take only those steps needed to avoid or reduce immediate water damage. You can cover large objects with plastic sheeting, and/or carefully move small or light objects out of the emergency area if confident that you can move them safely.

**Flooding & Water damage:** (Employees Trained/Controllers)  
**On Site Controllers: See Table of Contents**  
**First Aiders: See Table of Contents**

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**CALL 911**

## Gun Threat (Lock Down)

**\* For a complete step by step process please view the AD: SEC Security Planning & Disaster Recovery at the back of this binder or online referring to section 10.**

- Announce “Lock Down” in progress to all staff and library members. Proceed to the designated areas with the radio and library cell phone.

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- Lock doors, cover windows, turn off the lights and remain quiet and wait for the all-clear signal.

**Our First Aid Kit is located:**

- **First Aid kit** located at the Circulation Desk.
- **Eye wash** station located in the Staff Room.
- **deliberator** located in the Staff Work Area by the mailboxes.

**Telephone numbers:**

- **911**
- **780-623-4421 Associated Medical Clinic**
- **780-520-8695 Library Director**

**Battery-powered radio located:**

- At the Circulation Desk

### In general:

1. Keep calm and quiet.
2. Assist staff and library members to the designated areas which include the ILL Office, Staff Room, Staff Washroom and the secondary locations: Administrative Assistant and Director’s Offices.
3. Secure the doors, cover the windows and hide behind staff desks when in the secondary locations.
4. Ensure that you have a flashlight and turn off the lights.
5. Do not leave secure areas until instructed. When helping library members to move from designated areas be polite, but firm.

**Gun Threat:**

**(Employees Trained/Controllers)**

**On Site Controllers: See Table of Contents**

**First Aiders: See Table of Contents**

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**CALL 911**

## **PHONE THREAT, MAIL THREAT & SUSPICIOUS OBJECT**

**\* For a complete step by step process please view the AD: SEC Security Planning & Disaster Recovery at the back of this binder or online referring to sections 8 and 9.**

### **Phone Threat:**

- Obtain as much information as possible
- After receiving a threat, immediately notify your supervisor or On-Site Controller
- In consultation with the police services, the supervisor or On-site controller will coordinate a search and/or evacuate as required

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### **Mail Threat or Suspicious Object:**

- Do not touch it
- Secure the area around the object
- Advise on site controller and notify the authorities
- Await further instructions

#### **If you receive a telephone threat:**

1. Listen carefully. Try to keep the caller talking, so you can gather more information.
2. Notify 911. If possible, signal a colleague to contact 911 for you; or call as soon as the caller hangs up.
3. Promptly complete a Bomb Threat Initial Response Checklist, writing down as many details as you can remember. This information will be needed by security and police interviewers.
4. Do not discuss the threat with anyone else. If evacuation is ordered, go to a designated area, as far away from danger as possible. Make sure staff and patrons come with you.

#### **If you receive a written threat or suspicious parcel, or find a suspicious object on the premises:**

1. Keep anyone from handling it or going near it and notify 911.
2. Promptly write down everything you can remember about finding or receiving the letter or parcel on the Emergency History form. This will be needed by security and police interviewers.
3. Do as directed. If evacuation is ordered, go to a designated area as far from danger as possible.

**Phone, Threat, Mail Threat & (Employees Trained/Controllers)  
Suspicious Object:**

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**On Site Controllers:** See Table of Contents

**First Aiders:** See Table of Contents

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**CALL 911**

## MISSING PERSON

**\* For a complete step by step process please view the AD: SEC Security Planning & Disaster Recovery at the back of this binder or online referring to sections 8 and 9.**

**When an individual is reported missing:**

- Listen for the BOLD Centre code “Yellow”
- Listen to the description of individual
- Continue to monitor the radio for updates

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**When the individual is seen:**

- Library staff will inform the necessary parties.
- Keep an eye on the individual, do not approach.

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### General Rules to Follow:

1. If you sight the individual, inform the Director, the Site Controller, Emergency Personnel
  - a. If the BOLD Centre issued a Code “Yellow”, inform the Facility Operators via the radio that you have seen the individual.
2. If the missing person is a child, staff should check the library floor for the child. Inform the appropriate individuals if you see the child.
  - a. Make sure to calm the child, if necessary.
  - b. Encourage the child to stay in the library.

**Missing Persons:**

**(Employees Trained/Controllers)**

**On Site Controllers:** See Table of Contents

**First Aiders:** See Table of Contents

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**CALL 911**

**POWER LOSS, ETC.**

**\* For a complete step by step process please view the AD: SEC Security Planning & Disaster Recovery at the back of this binder or online referring to sections 6, 11, 12 and 13.**

- In the event of a power blackout, the supervisor or On-site controllers must be prepared to evacuate everyone from the building to the assigned meeting point if required.
  - Call the Bold Center Facilities Operators on the radio or call the Emergency Maintenance numbers if there is no response.
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- In an extended blackout lasting more than 2 hours, staff will be sent home.
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- Flashlights are kept:**
- Locations include: entryway, staff offices, at the circulation desk, in the staff washroom and the staff lunch area by top of the first aid kit.
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- Telephone numbers:**
- **EPCOR -1- 855-387-8978**
  - **780-520-8695 Library Director**
- 
- If there are injuries:**
- **FORTIS ALBERTA INC - 1-855-333-9473**
  - **Or/ 310-9473**
  - **911**
  - **780-623-4421 Associated Medical Clinic**

**In general:**

1. Remain calm; announce yourself to other staff and patrons.
2. Provide assistance to patrons and volunteers in your immediate area by directing them to a pre-designated safe area.
3. If you are in an unlighted area, proceed cautiously to an area that has emergency lights. Do not bring along personal belongings; walk slowly, feeling your way cautiously. Listen for other people and sound cues.
4. Close the library to the public.
5. Turn off the computers at the start of the power outage and do not run any water.
6. If instructed to evacuate, go to a designated area ensure that the controller or supervisor has the radio.

**Power Loss etc.:** (Employees Trained/Controllers)  
**On Site Controllers:** See Table of Contents  
**First Aiders:** See Table of Contents

**CALL 911**

## TORNADO, EARTHQUAKE, STORM & WIND

**\* For a complete step by step process please view the AD: SEC Security Planning & Disaster Recovery at the back of this binder or online referring to sections 16 and 17.**

- Supervisor, on site controllers or designate are to alert all persons in the library and staff areas. They should be communicating with the Bold Center Facilities Operators on the radio.

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- Take shelter in the inner hallways, staff offices or washrooms and do not stay in open areas with high ceilings.

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- Crouch, lie flat or get under desks etc.

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- Remain under cover until the storm has completely passed or given the all-clear sign.

**Flashlights located:**

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- Locations include: entryway, staff offices, at the circulation desk, in the staff washroom and the staff lunch area by top of the first aid kit.

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- Located at the circulation desk near the main phone.

**Battery-powered radio located:**

### General rules to follow in these situations:

1. Stay away from exterior walls and glass. If possible, back up computer files.
2. In a tornado, crouch along interior walls & cover your head. Interior rooms with no windows are safest.
3. Use the telephone and cellphones only for emergency purposes
4. Do not leave secure areas until instructed. In helping patrons to move to designated areas before or after the storm or tornado, be polite, but firm. Warn them of danger. *If they refuse to comply, leave them.*
5. See sections on power loss, and flooding and water damage.

### Winter storm:

1. Winter storms generally come with broadcast warnings. Stay tuned via radio, television, or the Internet weather sites.
2. Back up computer files before leaving.
3. Mark the least dangerous access and exit routes to your building. Beware icy staircases, walkways, etc.

**Tornado, Storm & Wind:**

**(Employees Trained/Controllers)**

**On Site Controllers: See Table of Contents**

**First Aiders: See Table of Contents**

**CALL 911**

## FIRE

**\* For a complete step by step process please view the AD: SEC Security Planning & Disaster Recovery at the back of this binder or online referring to section 2.**

- Do this:**
- Activate the fire alarm or call out “Fire, Fire, Fire”
  - Start evacuating the building
  - Call 911 and Bold Center Facilities Operators on the radio
  - Gather at the muster point
  - Do not return to the building until instructed it is safe

- Fire extinguishers are here:**
- **Fire Extinguishers** located next in the library entryway & hallway
  - **Fire Extinguishers** located in the staff room and teen areas

- Our First Aid Kit is located:**
- **First Aid kit** located at the Circulation Desk
  - **Eye wash** station located in the Staff Room
  - **Defibulator** located in the Staff Work Area by the mailboxes

- Telephone Numbers:**
- **911**
  - **780-623-4421 Associated Medical Clinic**
  - **780-520-8695 Library Director**

### General rules to follow in case of a fire:

1. Call 911 and state whether emergency medical help is necessary.
2. If the fire is small, you can attempt to put it out with a fire extinguisher if is safe to do so
3. Never allow the fire to come between you and the exit.
4. Disconnect electrical equipment that is on fire if it is safe to do so (throw circuit breaker). The circuit breakers are located: [Electrical/Server Room in the Library Hallway](#).
5. Evacuate the area if you are unable to put the fire out. Close doors and windows behind you if possible, to confine the fire. Go to the nearest muster point, as far away from danger as possible.
6. Do not break windows. Oxygen feeds a fire.
7. Do not open hot doors. Before opening any door, touch near the top. Do not attempt to save possessions or collections at the risk of personal injury.
8. Do not return to the emergency area until instructed to do so.

**Fire:** (Employees Trained/Controllers)  
**On Site Controllers:** See Table of Contents  
**First Aiders:** See Table of Contents

**CALL 911**

## EMERGENCY EVACUATION PROCEDURE

**\* For a complete step by step process please view the AD: SEC Security Planning & Disaster Recovery at the back of this binder or online referring to section 1.**

When you hear the evacuation alarm or are told to evacuate the building:

- Do this:**
- Exit the building through the designated exits
  - Gather at the muster point
  - Stay at the muster point until instructed otherwise

- 
- Evacuation diagrams are posted:**
- In this binder
  - Near each exit

### General rules to follow in evacuations:

1. Immediately shut down all hazardous operations (equipment in use, etc.)
2. Leave quickly and calmly.
3. As you exit, check the library, washrooms, ATB Room and work areas for patrons and staff.
4. Accompany and help handicapped personnel, visitors, and any co-worker who appears to need calm direction or assistance.
5. Take with you: your car keys, purse, briefcase, etc. Do not take large or heavy objects.
6. Shut all doors behind you as you go; closed doors can slow the spread of fire, smoke, and water.
7. Proceed as quickly as possible, but in an orderly manner.
8. Once out of the building, move away from the structure and go to the staff assembly area. *Keep roadways free for emergency vehicles.*

**Building Evacuation:** (Employees Trained/Controllers)  
**On Site Controllers:** See Table of Contents  
**First Aiders:** See Table of Contents

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## Emergency Codes

Emergency Code	Colour	Explanation	What to Do
Code Black		A Bomb threat or Drill	<ul style="list-style-type: none"> <li>• Leave the package alone</li> <li>• Leave the area if possible</li> <li>• Call 911</li> </ul>
Code White		Aggressive / violent/ threatening situation  <b>“Can Someone bring me a white pad and pen?”</b>	<ul style="list-style-type: none"> <li>• If necessary (and possible without escalating situation) call 911 or press panic button</li> </ul>
Code Red		Fire Emergency or Drill	<ul style="list-style-type: none"> <li>• Go to nearest fire exit and proceed to muster point</li> <li>• Make sure to lead patrons out of building</li> </ul>
Code Yellow		Patron is wandering or missing	<ul style="list-style-type: none"> <li>• Ask for description</li> <li>• Keep eye out</li> <li>• Listen to radio for updates</li> <li>• Call for assistance, if person is found</li> </ul>
Code Green		Cardiac Arrest / medical emergency	<ul style="list-style-type: none"> <li>• Call 9 - 1 - 1</li> </ul>
Code Purple		Hostage situation	<ul style="list-style-type: none"> <li>• Follow Site Controller’s lead</li> <li>• Listen</li> <li>• Stay calm</li> </ul>